WHAT IS CLAIMED IS:

1. A method of verifying charges on a customer bill, comprising the steps of:

downloading, from a mainframe computer, to a local server billing data associated with a customer account;

populating a database with a portion of the billing data;

performing pre-calculation functions on another portion of the billing data and populating the database with results of the pre-calculation functions;

displaying predetermined categories of information stored in the database;

calculating the taxes for each of several charges in the billing data and storing tax results in the database; and

comparing the tax results with tax information on the customer bill.

2. The method of claim 1, wherein the customer bill is generated by a corporate entity different from the corporate entity having control of the database.

3. The method of claim 1, wherein the pre-calculation functions include summing toll telephone charges.

4. The method of claim 1, wherein the predetermined categories describe elements of individual charges.

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5. The method of claim 1, wherein the displaying step is performed on a computer.

6. The method of claim 5, wherein the computer is in communication with an electronic data network.

7. The method of claim 1, further comprising loading the database with tax rate information.

8. The method of claim 1, further comprising electronically saving the tax results.

9. The method of claim 8, further comprising utilizing the tax results for resolving questions.

10. The method of claim 1, wherein the local server and database are integrated in a single machine.

11. A method of verifying taxes on account charges on a customer hold bill, comprising the steps of:

maintaining a tax rate information database that is in communication with a data network;

maintaining a database that includes account charges;

automatically applying the tax rate information to the account charges and storing a result;

displaying the result on a computer that is in communication with the data network; and

comparing the result with the taxes appearing on the hold bill.

12. The method of claim 11, wherein the step of maintaining the database includes downloading account information from a mainframe computer.

13. The method of claim 12, wherein the account information includes prebill and demand print data.

14. The method of claim 12, further comprising supplying the tax rate information to the mainframe computer.

15. The method of claim 11, further comprising scanning the hold bill and storing an image thereof.

16. The method of claim 15, further comprising applying optical character recognition software to the image and storing a file representative of the characters obtained.

17. The method of claim 16, further comprising electronically comparing the file with the result.

18. The method of claim 11, wherein the database is in communication with a local server.

19. The method of claim 11, further comprising using the result to identify errors on the hold bill.

20. A method of independently verifying the accuracy of tax charges on a bill generated for a customer account, comprising the steps of:

downloading data, including customer charges, that is the basis for bill generation, to a local server;

automatically determining which charges are subject to taxation;

automatically calculating the tax for the charges subject to taxation and storing tax results;

displaying the tax results; and

comparing the tax results to the tax charges on the bill,

wherein the bill generated for a customer account is generated on a mainframe computer and the local server is operable separately from the mainframe computer.

21. A system for verifying charges on a customer bill, comprising:

a local server in communication with a mainframe computer and operable to receive from the mainframe computer billing data associated with a customer account;

a database for storing the billing data;

an application performing calculations, including tax calculations, on a portion of the billing data and storing a result in the database; and

a computer connected to the database via an electronic data network, the computer displaying a tax worksheet,

wherein the tax worksheet is automatically filled in upon entry of an account number, tax calculations are automatically performed and the result is compared to the tax information on the customer bill that was generated by the mainframe computer.

22. The system of claim 21, wherein the customer bill is generated by a corporate entity different from the corporate entity having control of the database.

23. The system of claim 21, wherein the means for performing calculations include means for summing toll telephone charges.

24. The system of claim 21, wherein the electronic data network includes the Internet.

25. The system of claim 21, further comprising means for loading the database with tax rate information.

26. The system of claim 21, further comprising means for electronically saving the result.

27. The method of claim 21, wherein the local server and database are integrated in a single machine.

28. A system for verifying taxes on account charges on a customer hold bill, comprising:

a tax rate information database that is in communication with a data network;

a database that stores the account charges;

a means for automatically applying the tax rate information to the account charges and storing a result;

a means for displaying the result on a computer that is in communication with the data network; and

a means for comparing the result with the taxes appearing on the hold bill.

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29. The system of claim 28, wherein the account charges are downloaded from a mainframe computer.

5   30. The system of claim 28, wherein the account charges include prebill and demand print charges.

31. The system of 29, further comprising means for supplying the tax rate information to the mainframe computer.

10   32. The system of claim 28, further comprising a scanner for scanning the hold bill and storing an image thereof.

33. The system of claim 32, further comprising means for applying optical 15 character recognition software to the image and storing a file representative thereof.

34. The system of 33, further comprising means for electronically comparing the file with the result.

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